Bridging the Gap

Government of Canada Programs and Services of Interest to Canadians with Disabilities

Canada

SDDP-025-03-03E

We would like to thank the Canadian Association for Community Living and the Active Living Alliance for Canadians with a Disability for their contribution of photographs contained in this document.

To find out more about Government of Canada services for you:

• Call the toll-free telephone number: 1 800 O-Canada (1 800 622-6232). Monday to Friday from 8 a.m. to 8 p.m., Eastern Standard Time. If you are hearing- or speech-impaired, you can use the TTY/TDD number: 1 800 465-7735.

• Click on the Government of Canada's Web site: canada.gc.ca. If you don't have Internet access at home, call 1 800 O-Canada to find out where there is free Internet access in your community.

• Visit a Service Canada Access Centre. Call 1 800 O-Canada to find out if there is a centre near you. You can also visit the Web site www.service-canada.gc.ca and click on "In Person" and then on your province or territory on the map of Canada. This guide is also available in large print, on audio cassette, in Braille and on computer diskette by calling 1 800 O-Canada.

Ce document est également disponible en français sous le titre *Combler l'écart*.

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INTRODUCTION

The Government of Canada is committed to ensuring persons with disabilities fully participate in our economy and our society.

This directory provides information on how to access a broad range of Government of Canada Programs and Services of interest to persons with disabilities. The publication is also a useful resource for librarians and various orders of government.The information is organized by categories such as accessibility, education, employment, employment and income supports and transportation.

Information on these programs and services is also available at www.pwd-online.ca.

The development of *Bridging the Gap* is an ongoing collaborative effort of several Federal Government departments.

Government of Canada / Gouvernement du Canada

Persons with Disabilities Online

www.pwd-online.ca

Where you can access a wide range of disability related information.

Où vous pouvez accéder à une vaste gamme de renseignements ayant trait à diverses incapacités.

www.ph-endirect.ca

Personnes handicapées en direct

Canada

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Accessibility

Natural Resources Canada | Ressources naturelles Canada

Mapping for People with Visual Impairment

Tactile and audio-tactile maps for education, mobility, transportation and tourism

tactile.nrcan.gc.ca

tactile.rncan.gc.ca

Cartes tactiles et audio-tactiles pour l'éducation, la mobilité, le transport et le tourisme

Cartographie pour personnes avec une déficience visuelle

Canada

BANK OF CANADA

Bank Notes - Accessibility Features for Blind and Visually Impaired Persons

The new *Canadian Journey* series of bank notes, first introduced by the Bank of Canada in January 2001, provides barrier-free access to bank notes. Four different features have been introduced into the new bank note designs to help blind and visually impaired Canadians recognize the bank note denomination either by touch, by sight or by electronic signal.

The new notes have a tactile feature located in the upper right corner on the face of the notes, consisting of a series of symbols formed by raised dots and separated by a smooth surface. The number and position of these symbols vary according to the denomination. The large high contrast numerals appear on both sides of the new notes, with a dark numeral on a pale background on the front, and a white numeral against a dark background on the back. In addition, the same colours used for the various denominations of the previous series have been retained. Finally, the Bank of Canada has produced bank note readers that determine bank note denominations through machine-readable codes. These hand-held devices are provided free of charge through the Canadian National Institute for the Blind. These units are able to inform the user of the bank note denomination of *Canadian Journey* as well as *Birds of Canada* series bank notes, in one of three user-selectable ways: voice (English or French), tone or vibration.

FOR MORE INFORMATION
Mail: Bank of Canada
Bank Note Communication and Compliance Program
234 Wellington Street
Ottawa ON K1A 0G9
Telephone: 1 888 513-8212 (toll free)
Fax: (613) 782-7533
Email: education@bankofcanada.ca
Internet: www.bankofcanada.ca/en/banknotes/general/visually/index.html

CANADA CUSTOMS AND REVENUE AGENCY (CCRA)

Community Volunteer Income Tax Program

The CCRA teaches volunteers how to complete basic tax returns for low-income individuals with simple tax situations. If you need a volunteer's help, want to help out in your community, or want more information about this free program, please contact the CCRA.

FOR MORE INFORMATION
Telephone (toll free): 1-800-959-8281
TDD (toll free): 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

Services for People with Disabilities

The CCRA offers a wide range of services for people with disabilities. If you have a hearing or speech impairment, you can use an operator-assisted relay service to contact a CCRA enquiry agent. You can also communicate with the CCRA via a teletypewriter. In addition, you can arrange with the CCRA to have a sign language interpreter available at an interview or meeting, if CCRA is given 48 hours notice.

If you are visually impaired, you can obtain information on the CCRA's services as well as publications and forms in four alternate formats: Braille, large print, audio cassette, and computer diskette.

The CCRA's forms and publications for people with disabilities are available on the Internet at www.ccra-adrc.gc.ca/disability. In addition to having improved seating areas for people waiting to speak to a CCRA employee, the CCRA is also looking at ways to improve access to its buildings.

FOR MORE INFORMATION
Telephone: 1-800-959-8281 (General information)
TTY service: 1-800-665-0354 (regular and evening hours of service)
Alternate Format: 1-800-267-1267
TDD: 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

To contact your Tax Services Office, the address and telephone number is listed under "Taxes" in the blue pages of your telephone directory or on the CCRA Web site at www.ccra-adrc.gc.ca/tso. Please verify the hours of service.

The Canada Customs and Revenue Agency administers various programs related to disability. Turn to the *Housing and Residential Services*, *and Customs, Excise and Tax Programs* sections of this booklet for information.

The Canada Mortgage and Housing Corporation has programs to make housing more accessible for people with disabilities. Look for Residential Rehabilitation Assistance Program for Persons with Disabilities in the *Housing and Residential Services* sections of this booklet.

CANADIAN TRANSPORTATION AGENCY

Accessible Transportation Directorate

The Canadian Transportation Agency is responsible for ensuring that undue obstacles to the mobility of persons with disabilities are removed from federally regulated transportation services and facilities. The Agency removes undue obstacles in two ways: on a case-by-case basis by resolving individual complaints, and on a systemic basis by developing regulations, codes of practice and standards concerning the level of accessibility in modes of transport under federal jurisdiction, such as air, rail, and marine.

PUBLICATIONS:

The following publications are available in accessible formats upon request:

- Code of Practice – Air
- Code of Practice – Ferry
- Code of Practice – Rail
- Accessibility Complaint Guide
- Communication Barriers: A Look at Barriers to Communication Facing Persons with Disabilities Who Travel by Air
- Air Travel Accessibility Regulations
- Air Travel Guide for Persons with Disabilities
- Air Travel Accessibility Survey Report
- Reservation Checklist - Air Travel
- Moving Ahead (Newsletter)

FOR MORE INFORMATION

Mail: Canadian Transportation Agency
Accessible Transportation
Ottawa ON K1A 0N9
Telephone: (819) 997-6828 or (toll-free) 1-800-883-1813
TTY: (819) 953-9705 or 1-800-669-5575
FAX: (819) 953-6019
Internet: www.cta-otc.gc.ca

Look in the *Transportation* section of this booklet to find programs of the Canadian Transportation Agency and Transport Canada for improving accessibility in Transportation.

CITIZENSHIP AND IMMIGRATION CANADA

Help available to persons with disabilities for Canadian citizenship testing process

Persons with disabilities who apply to obtain their Canadian citizenship can obtain study material in alternate formats. In addition, assistance can be requested to undergo citizenship tests.

FOR MORE INFORMATION
CIC Call Centre Service – Montreal: Telephone: (514) 496-1010
CIC Call Centre Service – Toronto: Telephone: (416) 973-4444
CIC Call Centre Service – Vancouver: Telephone: (604) 666-2171
CIC Call Centre Service – Canada: Toll Free: (888) 242-2100
CIC Call Centre Service – Text telephone Voice/TTY: (888) 576-8502
Internet: www.cic.gc.ca

ELECTIONS CANADA

Accessibility of the Electoral System

Elections Canada provides a variety of services to make the electoral process accessible to persons with disabilities. These services include advance polls, extended polling hours, the use of special ballots, improved access to all polling locations, revisal offices, and premises used during an electoral event, mobile polling stations, special voting templates, assistance in marking ballots, and public education. In addition, Elections Canada makes information available in a wide variety of alternative formats for persons with disabilities.

FOR MORE INFORMATION
Mail: Elections Canada
257 Slater Street
Ottawa ON K1A 0M6
Toll Free: (800) 463-6868
Toll Free TDD: (800) 361-8935
Internet: www.elections.ca

JUSTICE CANADA

Canada Evidence Act and Criminal Code amendments to accommodate persons with disabilities

Two amendments to the Canada Evidence Act aim to remove barriers to the participation of persons with disabilities in the justice system. The first provides for communication assistance for persons who have special communication needs. The second amendment permits auditory and tactile methods of identification of the accused to be admissible in court. In addition, several amendments to the Criminal Code were made to permit people with mental or physical disabilities to provide testimony through videotape, to enable persons with disabilities to serve as jurors, and to improve protection of persons with disabilities from physical and sexual violence.

In addition to these amendments, the Department of Justice strives to offer a wide range of services for persons with disabilities: sign language interpreters for interviews or meetings; availability of publications and forms in alternate formats such as Braille, large print, or on computer diskette; and improved barrier-free access to offices and resource centers.

FOR MORE INFORMATION
Mail: Department of Justice Canada
284 Wellington Street, Room 4307
Ottawa ON K1A 0H8
Telephone: (613) 957-4220
Fax: (613) 954-0811
Internet: www.canada.justice.gc.ca

■ INDUSTRY CANADA

Assistive Devices Industry Office (ADIO)

The ADIO provides information and tools to both businesses and consumers concerning the research, development, production, and marketing of assistive devices and technology for people with disabilities. Services include "Accessible News", the accessible procurement toolkits and a list of Canadian research and development groups and referral centres.

FOR MORE INFORMATION
Mail: ADIO
3701 Carling Avenue
Ottawa ON K2H 8S2
Telephone: (613) 990-4316
Fax: (613) 998-5923
TDD: (613) 998-3288
Internet: www.strategis.ic.gc.ca/adio

■ NATIONAL LIBRARY OF CANADA

National Library of Canada – Library Services for Persons with Disabilities

The National Library of Canada (NLC) has the mandate to promote equitable access to library and information resources to all Canadians. In support of this mission, NLC has developed tools and publications to maximize the sharing of materials in alternative formats used by Canadians with disabilities and to support Canadian libraries in serving their clients with disabilities.

FOR MORE INFORMATION
Mail: National Library of Canada
395 Wellington Street
Ottawa ON K1A 0N4
Toll Free: (877) 896-9481
Toll Free TDD: (866) 299-1699
Internet: www.nlc-bnc.ca

■ TRANSPORT CANADA

Access to Travel Web Site

Persons with disabilities, seniors, and other travellers with special needs can access useful information sources on accessible transportation and travel across Canada through the Access to Travel (ATT) Web site (www.accesstotravel.gc.ca). This site has been designed by Transport Canada in collaboration with several federal and provincial departments/agencies and not-for-profit organizations. The Web site also has the benefit of giving the wider public, including caregivers and family members, access to information that can improve quality of life and encourage industry to further develop a transportation system that responds to the special needs of travellers.

FOR MORE INFORMATION

Mail: Communication Canada
ATTN: Disability Cluster Access to Travel Web site
Ottawa ON K1A 0S5
Telephone: Toll free: 1 800 O-Canada or 1 800 622-6232
TTY: 1 800 465-7735
Fax: (613) 941-1827 (long distance charges may apply)
Email: disability@communication.gc.ca
Internet: www.accesstotravel.gc.ca

Customs, Excise and Tax Programs

CANADA CUSTOMS AND REVENUE AGENCY

Attendant Care or Care in an Establishment

Special rules apply to amounts a person can claim if: he/she or his/her spouse or common-law partner paid for attendant care or care in a nursing home, school, institution, or other establishment for himself/herself, his/her spouse or common-law partner, or a dependant; and the person for whom the amounts were paid qualifies for the *disability* amount (*Disability Tax Credit*).

FOR MORE INFORMATION
Canada Customs and Revenue Agency – General Information
Toll Free: 1-800-959-8281
Toll Free TDD: 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

Tax Credits for Individuals Supporting People with Disabilities

A person supporting someone with a disability may be able to claim certain deductions and credits, such as:

- child care expenses;
- amount for an eligible dependant;
- amount for infirm dependants age 18 or older;
- caregiver amount;
- disability amount transferred from a dependant;
- amounts transferred from an individual spouse or common-law partner;
- tuition and education amounts;
- medical expenses and medical expenses adjustment.

FOR MORE INFORMATION
Canada Customs and Revenue Agency – General Information
Toll Free: 1-800-959-8281
Toll Free TDD: 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

Customs Programs

The Customs Tariff provides for duty free entry into Canada of goods that are specifically designed for use by people with disabilities.

FOR MORE INFORMATION
Canada Customs and Revenue Agency - Customs Information
Toll Free: 1-800-461-9999
Internet: www.ccra-adrc.gc.ca

Excise Programs

Federal Excise Gasoline Tax Refund Program

A person who is medically certified as having a permanent disability due to a mobility impairment, and who cannot safely use public transportation can apply for a refund for part of the federal excise tax on purchased gasoline.

FOR MORE INFORMATION
Mail: Federal Excise Gasoline Tax Refund
Summerside Tax Centre, Suite 101
Summerside PE C1N 6E7
Toll Free: 1-877-432-5472
Internet: www.ccra-adrc.gc.ca

GST/HST Information for Persons With Disabilities

Some of the goods and services used by people with disabilities are exempt from or "zero-rated" for the goods and services tax/harmonized sales tax. Examples of such goods and services include:

- most health care services, including provincially or municipally funded homemaker services;
- personal care and supervision programs; businesses providing such services in their establishment are exempt.
- "Meals On Wheels" and similar programs; community groups and charities providing this kind of service are exempt;
- medical devices and supplies are zero-rated, such as wheelchairs, walkers, canes, crutches, other aids to locomotion, hearing aids, prescription eyewear, selector control devices, specially designed toilet seats, bath-seats, and shower chairs, patient lifters, specially designed clothing, incontinence products, auxiliary driving controls for a motor vehicle, and modification of a vehicle to adapt it for transportation of a person using a wheelchair;
- guide dogs for blind persons and hearing-ear dogs for persons who are deaf or hard of hearing are also zero-rated;
- recreational programs, including board and lodgings at recreational camps and recreational services at community centres are exempt from GST/HST.

FOR MORE INFORMATION
Canada Customs and Revenue Agency – GST/HST Information
Toll Free: 1-800-267-1267
Toll Free TDD: 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

Disability Tax Credit (Disability Amount)

The disability tax credit is a non-refundable credit that reduces the amount of income tax that a person may otherwise have to pay for a taxation year. A supplement is also available for a child who is under 18 at the end of the year and who qualifies for the disability amount. However, child care expenses and attendant care expenses claimed by another person for the child for that year may reduce the claim. You may be able to transfer part, or all, of this amount to your spouse or common-law partner, or another supporting person.

FOR MORE INFORMATION
Telephone (toll free): 1-800-959-8281
TTD (toll free): 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

Medical Expenses

A person can claim medical expenses that were paid by that individual or by his/her spouse or common-law partner, for any of the following persons: himself/herself; a spouse or common-law partner; his/her spouse or common-law partner's child or grandchild who depended on them for support; and his/her spouse or common-law partner's parent, grandparent, brother, sister, uncle, aunt, niece, or nephew who lived in Canada at any time in the year and depended on them for support.

Medical Expenses may include:

- payments to certain medical practitioners or facilities;
- payments for certain assistive and medical devices;
- expenses relating to helper animals;
- payments for health and drug insurance plans;
- a portion of the cost for a van adapted to transport an individual who uses a wheelchair;
- a portion of the cost of an air conditioner prescribed by a medical practitioner;
- cost of altering the driveway of a principal residence to allow easier access to a bus;
- sign language interpreter fees;
- amounts paid to learn how to care for a dependant relative or household member with a mental or physical infirmity;
- travel expenses to get to treatment which is not available locally;
- moving expenses to move a person with a disability to housing in which the individual is more mobile or functional;
- fees paid to a group home to care for a dependant with a disability;

- cost of therapy for a person with a disability;
- cost of tutoring needed by a person with a learning disability or mental impairment, and talking textbooks for a person with a perceptual disability and enrolled in an educational institution;
- building and renovating costs to give a person with a disability better access, mobility, and function within the home;
- costs of attendant care, or care in an establishment for individuals, who do not qualify for the disability amount.

FOR MORE INFORMATION
Canada Customs and Revenue Agency – General Information
Toll Free: 1-800-959-8281
Toll Free TDD: 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

Refundable Medical Expense Supplement

This refundable tax credit is available to working individuals with low incomes and high medical expenses.

FOR MORE INFORMATION
Canada Customs and Revenue Agency – General Information
Toll Free: 1-800-959-8281
Toll Free TDD: 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

Tax Credit for Tuition and Education Amounts

A person can claim the tuition fees paid for courses taken during the year of the income tax return.

A full-time education amount can be claimed for each whole or part month in that year for which he/she was enrolled in a qualifying educational program at a designated educational institution.

FOR MORE INFORMATION
Canada Customs and Revenue Agency – General Information
Toll Free: 1-800-959-8281
Toll Free TDD: 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

A tax credit may be claimed with respect to moving expenses for housing that is more accessible. You can find this information under the *Housing and Residential Services* section of this booklet.

Education

Canada Study Grants for Students with Permanent Disabilities.

The Government of Canada has increased the maximum amount for the Canada Study Grant for Students with Permanent Disabilities as of August 2002.

And a new grant is now available—the Canada Study Grant for High-need Students with Permanent Disabilities.

Two more ways the Government of Canada is ensuring all Canadians have the skills and knowledge they need to participate fully in today's world. For more information: Visit **www.canlearn.ca** or call **1 800 O-Canada** (1 800 622-6232) or TTY/TTD **1-800-465-7735**.

Subvention canadienne à l'intention des étudiants ayant une invalidité permanente

Le gouvernement du Canada a augmenté depuis août 2002 le montant maximal de la Subvention canadienne pour études à l'intention des étudiants ayant une invalidité permanente.

En outre, une nouvelle subvention est maintenant offerte : la Subvention canadienne pour études à l'intention des étudiants dans le besoin ayant une invalidité permanente.

Deux autres moyens que prend le gouvernement du Canada afin de permettre à tous les Canadiens de posséder le savoir-faire et les connaissances dont ils ont besoin pour prendre pleinement part au monde actuel. Pour plus d'information : rendez-vous au **www.cibletudes.ca**, composez le **1 800 O-Canada** (1 800 622-6232) ou ATS/ATM **1-800-465-7735**.

Canada

The Canada Customs and Revenue Agency supports education through a Tax Credit for Tuition and Education Amounts. Find them under the *Customs, Excise and Tax Programs* section of this booklet.

HUMAN RESOURCES DEVELOPMENT CANADA

Canada Millennium Scholarships

The Canada Millennium Scholarship Foundation, announced in the 1998 Budget under the Canadian Opportunities Strategy, was established as an autonomous body to manage a $2.5 billion endowment from the Government of Canada, and to grant scholarships to students on the basis of financial need and merit.

FOR MORE INFORMATION
Contact: Canadian Millennium Scholarship Foundation
Toll Free: (877) 786-3999
Email: millennium.foundation@bm-ms.org
Internet: www.hrdc-drhc.gc.ca

Canada Student Loans Program

The Canada Student Loans Program promotes accessibility to post-secondary education by lowering financial barriers through the provision of loans and grants for Canadians with a demonstrated financial need. In addition, students with permanent disabilities may be eligible for a Canada Study Grant of up to $10,000 per loan year to help pay for the specialized equipment and services as well as accommodation, tuition and books needed to participate in post-secondary studies.

FOR MORE INFORMATION
Mail: Canada Student Loans Program
Human Resources Development Canada
P.O. Box 2090, Station "D"
Ottawa ON K1P 6C6
Telephone: 1-877432-7377
TTY: 1-800-465-7735
Internet: www.canlearn.ca

Canada Study Grants for Students with Permanent Disabilities

If you have a permanent disability, such as deafness, blindness, or a physical or learning disability that limits your physical or mental ability to perform the daily activities necessary to participate fully in post-secondary studies, you may qualify for Canada Study Grants, provided you meet the eligibility criteria for assistance under the Canada Student Loans Program for full-time or part-time study:

The Canada Study Grant for Students with Permanent Disabilities can provide up to $8,000 per loan year to help pay for exceptional education-related costs associated with your disability. These costs may include tutors, oral or sign interpreters, attendant care for studies, specialized transportation (to and from school only), learning disability assessments, note takers, readers and braillers. To be eligible for this grant, you must need such exceptional education-related services or equipment to perform the daily activities necessary to participate in studies at a post-secondary level.

The Canada Study Grant for High-Need Students with Permanent Disabilities may be applicable to you if you have a permanent disability, you have been allocated the maximum amount of Canada Student Loan and provincial student funding, and you still can't meet education and living costs. This Canada Study Grant of up to $2,000 per loan year can help you cover the costs of tuition, accommodation, books and other education-related expenses.

To apply for either Canada Study Grant, you must first establish your financial need by applying and qualifying for a full-time or part-time Canada Student Loan. You must then complete and submit a separate application form for the Canada Study Grant for Students with Permanent Disabilities.

FOR MORE INFORMATION
Internet: www.canlearn.ca
Enquire: at any post-secondary education institution.
Or: contact a Provincial or Territorial Student Assistance Office:

NEWFOUNDLAND
Mail: Student Financial Services Division
Department of Youth Services and Post-Secondary Education
P.O. Box 8700
St. John's NF A1B 4J6
Telephone: (709) 729-5849 (during business hours), or
(709) 729-4244 or (toll free)
1-888-657-0800 (automated information)
Email: studentaid@mail.gov.nf.ca

PRINCE EDWARD ISLAND
Mail: Student Financial Services
Department of Education
16 Fitzroy Street, Sullivan Building, 3rd Floor
P.O. Box 2000
Charlottetown PE C1A 7N8
Telephone: (902) 368-4640
E-mail: studentloan@gov.pe.ca

NOVA SCOTIA
Mail: Student Assistance Office
Department of Education and Culture
P.O. Box 2290, Halifax Central
Halifax NS B3J 3C8
Telephone: (902) 424-8420 (metro) or toll free 1-800-565-8420
TTY: (902) 424-2058

NEW BRUNSWICK
Mail: Student Financial Services
Department of Education
P.O. Box 6000
548 York Street
Fredericton NB E3B 5H1
Telephone: (506) 453-2577 (Frederickton area) or (506) 646-7350 (Saint John area) or (toll-free) 1-800-667-5626

QUEBEC
Mail: Reception and Enquiries Service
Aide financière aux études
1035 De La Chevrotière Street
Quebec QC G1R 5A5
Telephone: (418) 643-3750 or toll free 1-877-643-3750 (reception and inquiries)
TTY: (Bell Canada Relay Service) 1-800-855-0511 ask the operator to dial 418-646-6006

ONTARIO
Mail: Student Support Branch
Ministry of Training
Colleges and Universities
P.O. Box 4500
Thunder Bay ON P7B 6G9
Telephone: (807) 343-7260
TTY: 1-800-465-3958

MANITOBA
Mail: Manitoba Student Aid
409-1181 Portage Avenue
Winnipeg MA R3G 0T3
Telephone: (204) 945-6321 or toll free within Manitoba 1-800-204-1685

SASKATCHEWAN
Student Financial Assistance
Post-Secondary Education and Skills Training
Internet: www.student-loans.sk.ca

ALBERTA
Mail: Students Finance
Alberta Learning Information Service
P.O. Box 28000 STN MAIN,
Edmonton AB T5J 4R4
Telephone: (780) 427-2740 (automated, 24 hours)
Alberta toll-free: 1-800-222-6485 (automated, 24 hours)
Or: Contact the nearest Alberta Career Development Centre or Canada-Alberta Service Centre

BRITISH COLUMBIA
Mail: Ministry of Advanced Education
Student Services Branch
P.O. Box 9173, Stn Prov Govt
Victoria BC V8W 9H7
Telephone: (250) 387-6100 (Victoria) or (604) 660-2610 (BC Lower Mainland) or toll free 1-800-561-1818
TTY: (250) 952-6832
Internet: www.aved.gov.bc.ca

YUKON
Mail: Students Financial Assistance
Department of Education
P.O. Box 2703
Whitehorse Yukon Y1A 2C6
Telephone: (867) 667-5929 or toll free in Yukon 1-800-661-0408, local 5929

NORTHWEST TERRITORIES
Mail: Student Financial Assistance Program,
Department of Education, Culture and Employment
P.O. Box 1320
Yellowknife NT XIA 2L9
Telephone: (867) 873-7190 or toll free 1-800-661-0793
24 Hour Information Line (867) 873-7190 or
24 Hour Toll Free Line 1-800-661-0793
Fax: (867) 873-0336 or toll free 1-800-661-0893

NUNAVUT
Mail: Nunavut Arctic College
P.O. BOX 230,
ARVIAT NU X0C 0E0
Telephone: (867) 857-8600
Fax: (867) 857-8619
Or: Contact the nearest office of Nunavut Arctic College or your local Nunavut Community Learning Centre.

■ INDUSTRY CANADA

Special Needs Education (SNE) Project

The Special Needs Education Project is an Internet service offering resources for parents, teachers, schools, and other professionals, individuals, and organizations involved in the education of students with special needs. The Internet site provides web links to pertinent resources, discussion forums, information on the importance of staying in school, and information on two initiatives that aim to benefit the field of special education: connecting to the community and incorporating information technology in the classroom.

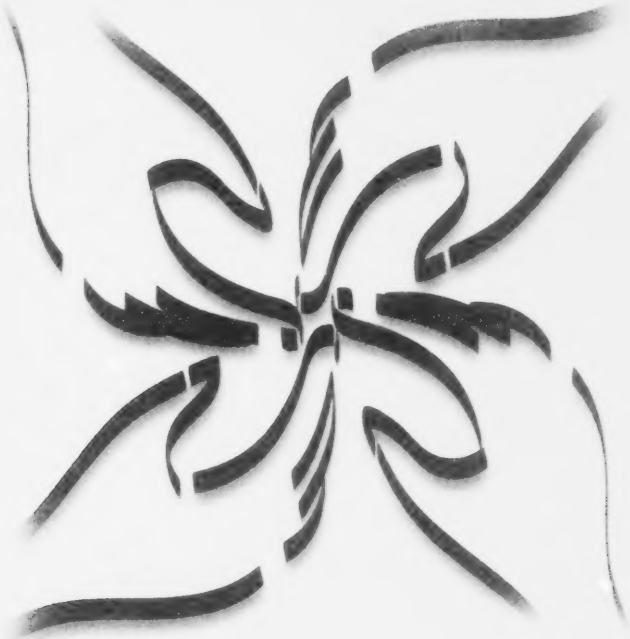
FOR MORE INFORMATION

Mail: Special Needs Education (SNE) Project
304-211 Bronson Avenue
Ottawa ON K1R 6H5
Telephone: (613) 235-9550
Email: sne@canada.com
Internet: http://www.schoolnet.ca/sne/

Employment and Income Supports

Disability WebLinks

Programs, services and contacts across Canada



www.disabilityweblinks.ca

Undertaken by Canada's federal, provincial and territorial governments

■ CANADIAN HERITAGE

Athlete Assistance Program

The Athlete Assistance Program identifies and supports international calibre athletes with the aim of enhancing the Canadian sport system and improving Canadian performances at major international sporting events. Athletes with a disability, most notably within Paralympic-stream sports, are eligible for this assistance. The financial assistance provided to identified Carded Canadian athletes comes in the form of a monthly living and training allowance and, where applicable, post-secondary school tuition support. This assistance helps athletes with their training and competition needs, as well as assists in preparing for a post-sport career. This assistance goes directly to the athletes.

FOR MORE INFORMATION
Mail: Sport Canada
8th Floor, 15 Eddy Street Hull
Quebec QC K1A 0M5
Telephone: (819) 956-8003
Fax: (819) 956-8006
Email: sportcanada@pch.gc.ca
Internet: www.canadianheritage.gc.ca
Or: contact your National Sport Organization.

Hosting Program

The Hosting Program is a key instrument in the Government of Canada's overall approach to sport development in Canada, and is designed to work with other initiatives essential to the vitality of the sport system. The hosting of sport events for athletes with a disability is funded under this program but not specifically targeted.

FOR MORE INFORMATION
Mail: Sport Canada
8th Floor, 15 Eddy Street
Hull QC K1A 0M5
Telephone: (819) 956-8003
Fax: (819) 956-8006
Email: sportcanada@pch.gc.ca
Internet: www.canadianheritage.gc.ca

National Sport Organization Support Program

The National Sport Organization Support Program provides funding to National Single Sport Federations, Sport Organizations for Athletes with a Disability, Multi-Sport/Service Organizations, and Canadian Sport Centres in support of their programming aimed at developing athletes and coaches at the highest international levels. National Single Sport Federations and Sport Organizations for Athletes with a Disability are funded specifically for mainstream sport programs and/or sport for athletes with a disability. Certain Multi-Sport/Service Organizations are funded specifically for their sport programs for athletes with a disability, while other organizations and Canadian Sport Centres are funded with the expectation that their services are inclusive of sport for athletes with a disability. Funding may support not only athletes, but also coaches, officials, leaders or administrators (persons in the latter categories need not have a disability). Persons with a disability, in a variety of roles, may also access these programs through mainstream sport activities.

FOR MORE INFORMATION
Mail: Sport Canada
8th Floor, 15 Eddy Street
Hull QC K1A 0M5
Telephone: (819) 956-8003
Fax: (819) 956-8006
Email: sportcanada@pch.gc.ca
Internet: www.canadianheritage.gc.ca
Or: contact your National Sport Organization.

■ CANADA WORK*INFO*NET

Work*info*Net is a network of equal partners in all provinces and territories working together to develop an information network for all Canadians to connect to work and learning opportunities through the Internet. The Canada Work*info*Net site includes information on: Jobs, Career Planning, Education, Job Trends, Self-Employment, the Workplace, and Financial assistance.

FOR MORE INFORMATION
Mail: Canada Work*info*NET
240 Catherine Street, Suite 110
Ottawa ON K2P 2G8
Telephone: (613) 234-1016
Fax: (613) 234-7479
Email: feedback@workinfonet.ca
Internet: www.info-emploi.ca

■ HUMAN RESOURCES DEVELOPMENT CANADA

Canada Pension Plan (CPP): Disability Benefits

The Canada Pension Plan pays a monthly benefit to people who have contributed to the Plan and who have a disability—physical or mental—according to Canada Pension Plan legislation. It also pays monthly benefits for their dependent children. Under the Canada Pension Plan legislation, the disability must be "severe and prolonged". "Severe" means the condition prevents the person from working regularly at any job, and "prolonged" means the condition is long term or may result in death.

FOR MORE INFORMATION
Telephone: 1-800-277-9914
TDD/TTY: 1-800-255-4786
Internet: www.hrdc-drhc.gc.ca

Disability Vocational Rehabilitation Program

The Canada Pension Plan Disability Vocational Rehabilitation Program is designed to help people who receive a Canada Pension Plan disability benefit return to work. New technology, medical treatments and skills training are making it possible for some people with severe disabilities to become part of and remain in the work force. That is why the Canada Pension Plan is making vocational rehabilitation available to those who can benefit from it the most.

FOR MORE INFORMATION
Telephone (Toll Free): (800) 277-9914
TTY (Toll Free): (800) 255-4786
Email: isp-psr.mail-poste@hrdc-drhc.gc.ca
Internet: www.hrdc-drhc.gc.ca

For information on appealing a decision to a Review Tribunal under the Canada Pension Plan, see Office of the Commissioner of Review Tribunals (CPP/OAS), below in this section.

Electronic Labour Exchange

The Electronic Labour Exchange (ELE) is a free service on the Internet, where job seekers and employers can find each other. The system uses electronic checklists to match *work to people* and *people to work*. Simply complete a quick and easy on-line checklist to advertise your skills profile to thousands of ELE registered employers across Canada. You won't have to struggle to get noticed – employers will match their job requirements to people with the skills, education and experience they're looking for - making it easier to find the right match for you.

Internet: http://www.ele-spe.org

Employability Assistance for People with Disabilities (EAPD)

Under the Employability Assistance for People with Disabilities (EAPD) initiative, the Government of Canada contributes funding to provincial programs and services which help working age adults with disabilities prepare for, obtain and retain employment.

Provinces are responsible for program design and delivery and client eligibility. The federal government determines eligibility of provincial programming for funding under EAPD.

The programs and services funded under EAPD vary among provinces to reflect local priorities and circumstances. Examples of interventions which provinces may choose to jointly fund through EAPD include employment counselling and assessment, employment planning, pre-employment training, post-secondary education, skills development, assistive aids and devices, wage subsidies or earning supplements, and other workplace supports.

Since provinces are responsible for the delivery and administration of EAPD-funded programs and services, it is recommended that clients contact their respective province for information on available programming. Please see the list of departments responsible for EAPD in each province below.

NEWFOUNDLAND AND LABRADOR

Mail: Division of Employment and Career Services
Department of Human Resources and Employment
Government of Newfoundland and Labrador
P.O. Box 8700
St. John's NF A1B 4J6

Telephone: (709) 729-3118

PRINCE EDWARD ISLAND

Mail: Child, Family and Community Services Division
Department of Health and Social Services
Government of Prince Edward Island
P.O. Box 2000
16 Garfield Street
Charlottetown PE C1A 7N8
Telephone: (902) 368-6530
Facsimile: (902) 368-6136
Internet: http://www.gov.pe.ca/hss

NOVA SCOTIA

Mail: Employment Support Services
Department of Community Services
Government of Nova Scotia
P.O. Box 696
Halifax NS B3J 2T7
Telephone: (902) 424-4329

NEW BRUNSWICK

Mail: Policy and Federal-Provincial Relations
Department of Family and Community Services
Government of New Brunswick
P.O. Box 6000
Fredericton NB E3B 5H1
Telephone: (506) 453-2460
Internet: http://www.gnb.ca/FCS-SFC/index-e.htm

QUEBEC

Mail: Intergovernmental and Aboriginal Affairs
Department of Health and Social Services
Government of Quebec
1005 Sainte-Foy Road
Quebec QC G1S 4N4
Telephone: (418) 266-8740
Facsimile: (418) 266-8755
Internet: http://www.msss.gouv.qc.ca
The Government of Quebec has not endorsed this Multilateral Framework.

ONTARIO
Mail: Ontario Disability Support Program Branch
Ministry of Community and Social Services
Government of Ontario
80 Grosvenor Street, 3rd Floor, Room 386
Toronto ON M7A 1E9
Telephone: (416) 326-1880
Facsimile: (416) 326-1735
TTY: (416) 326-1667
Internet: http://www.gov.on.ca/CSS

MANITOBA
Mail: Community Living Division
Department of Family Services and Housing
Government of Manitoba
Room 119, 114 Garry Street
Winnipeg MN R3C 4V4
Telephone: (204) 945-4974

SASKATCHEWAN
Mail: Intergovernmental Relations
Saskatchewan Social Services
Government of Saskatchewan
12th floor, 1920 Broad Street
Regina SK S4P 3V6
Telephone: (306) 787-3619
Internet: http://www.gov.sk.ca/govt/socserv

ALBERTA
Intergovernmental Relations Branch
Department Human Resources and Employment
7th Floor, Labour Building
10808 – 99th Avenue
Edmonton AB T5K 0G5
Telephone: (780) 422-1126
Facsimile: (780) 422-0274
Internet: http://www2.gov.ab.ca/home/ministries

BRITISH COLUMBIA
Mail: Intergovernmental Relations Branch
Ministry of Human Resources
Government of British Columbia
P.O. Box 9934, Station Provincial Government
614 Humboldt Street
Victoria BC V8W 9R2
Telephone: (250) 356-6493
Facsimile: (250) 356-1400
Internet: http://www.gov.bc.ca

Employers Online

Employers Online is a one-stop information source on the Internet, designed to help small to medium sized businesses (SMEs) save time and money so that they can focus on maintaining their competitive edge. It is a virtual guide that assists SMEs in the day-to-day management of their human resource-related needs by offering information on people management, recruitment, pay and benefits, labour laws, occupational health and safety, training and skills development, industry information and so much more. EOL also offers an extensive and in-depth range of information at the national, provincial or territorial, regional and community level.

Consult the *Workers with Special Needs* section of the Web site under the *Occupational Health and Safety* category for a list of links that identify ways to accommodate persons with special needs in the workplace.

Internet: http://www.employers.jobbank.gc.ca

Employment Benefits and Support Measures

The Employment Benefits and Support Measures help eligible unemployed people return to work and assist communities to improve the local employment situation.

Employment Benefits and Support Measures include financial assistance in the form of:

- targeted wage subsidies to enable employers to hire individuals who face barriers to employment and to assist individuals experiencing difficulty in finding work to benefit from on-the-job work experience;
- self-employment benefit to provide unemployed EI eligible individuals with financial support, planning assistance and mentoring while they get their businesses up and running;
- skills development to help individuals obtain skills necessary for employment ranging from basic to advanced skills by providing them with direct financial assistance to enable them to select, arrange and pay for their own training;
- assistance to help organizations provide unemployed individuals with services to help them find and keep jobs; Services may include: counseling, job search skills, job placement services and labour market information; and
- labour market partnerships to help communities, employers and workers improve their capacity to address human resource requirements and to implement labour force adjustments.

FOR MORE INFORMATION

Contact the Human Resource Centre of Canada nearest you. Addresses and telephone numbers are listed in the blue section of your local telephone book, under Employment – Human Resources Development Canada.
Internet: http://www.hrdc-drhc.gc.ca

Employment Equity Act

The Employment Equity Act applies to federally regulated employers such as: the national banks, the telecommunications industry, the oil and gas industries, the railways, and the federal government departments and agencies. Its purpose is to achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability and, in the fulfillment of that goal, to correct the

conditions of disadvantage in employment experienced by women, aboriginal peoples, persons with disabilities and members of visible minorities by giving effect to the principle that employment equity means more than treating persons in the same way but also requires special measures and the accommodation of differences.

Internet: The Employment Equity Act: www.laws.justice.gc.ca

Job Bank

Job Bank is one of the largest, Internet-based networks of reliable and up-to-date job postings from across Canada. The database gives you access to over 46,000 jobs at any one time, with up to 2,000 new jobs posted every day. The Job Search function lets you search for *work the way you want to.* You can search by occupation and geographic area, or you can specify your search to locate student jobs and jobs posted in the last 48 hours.

In addition to the Internet, Job Bank can be accessed at Government of Canada Kiosks in convenient locations within your community.

Internet: http://jb-ge.hrdc-drhc.gc.ca/

Labour Market Information (LMI)

This is your one-stop Internet site for labour market information and analysis by a network of experts from across the country. The Labour Market Information site can provide you with:

- lists of potential employers and information about new employers and emerging industries;
- comparative wages and working conditions plus employment trends;
- up-to-date news on events in regional and local labour markets by industry sector; and
- information on services available in different communities.

FOR MORE INFORMATION
Internet site: http://lmi-imt.hrdc-drhc.gc.ca
Labour market information is also available in hard copy by contacting your local Human Resources Centre of Canada – Check the Government of Canada section of your telephone directory for the office nearest you.

Old Age Security

The Old Age Security pension is a monthly benefit available, if applied for, to most Canadians 65 years of age or over. Old Age Security residence requirements must also be met. An applicant's employment history is not a factor in determining eligibility, nor does the applicant need to be retired. Old Age Security pensioners pay federal and provincial income tax. Higher income pensioners also repay part or all of their benefit through the tax system.

FOR MORE INFORMATION
Telephone: 1 800 277-9914
Internet: www.hrdc-drhc.gc.ca

Opportunities Fund for Persons with Disabilities

The basic objective of the Opportunities Fund (OF) for Persons with Disabilities is to assist unemployed persons with disabilities in preparing for, obtaining, and keeping employment or becoming self-employed.

The intent of the program is to assist persons with disabilities who normally have had little or no labour force attachment and who therefore do not qualify for assistance under the Employment Insurance (EI) Program. However, the operating principle is that, where clients are eligible for other sources of funding such as Employability Assistance for People with Disabilities (EAPD) or Employment Benefits and Support Measures under Part II of the EI Act, or similar programs that are the subject of agreements with provinces/territories, OF will function as an alternative measure for cases where there is no

comparable intervention easily accessible for the client. The Opportunities Fund works in partnership with organizations for persons with disabilities, including the private sector, to support an array of activities such as: encouraging employers to hire workers with disabilities, increasing the employment skills of persons with disabilities, providing work experience, and assisting individuals with starting their own business.

FOR MORE INFORMATION
Contact the Human Resource Centre of Canada nearest you. Addresses and telephone numbers are listed in the blue section of your local telephone book, under Employment – Human Resources Development Canada.
Internet: http://www.hrdc-drhc.gc.ca

WorkDestinations

The WorkDestinations Internet site offers you information on provincial/territorial requirements and qualifications for regulated professions and trades within Canada. WorkDestinations also provides information on Canada's labour market, links to job-related sites and community information, and tips on relocation within Canada.

Internet: http://www.workdestinations.org

WorkSearch

If you're looking for work - WorkSearch is the place to start. It is an easy-to-use Internet site designed to guide you through the process of looking for work.

WorkSearch offers a variety of tools and useful information such as: self-assessment quizzes that help you identify career interests, strengths and skills; tips on how to write your resume or prepare for a job interview; and links to job posting sites. You can also find information on occupations, labour market trends, training, and self-employment.

Internet: http://www.worksearch.gc.ca/

Workplace Equity

The Workplace Equity Division assists employers who are subject to the provisions of the Employment Equity Act to implement human resource planning, recruitment, training, and accommodation measures with respect to women, Aboriginal peoples, members of visible minorities, and persons with disabilities, to achieve a more equitable balance in the composition of their work force. The Workplace Equity Division also enforces the Employment Equity Act. It receives and reviews for compliance the annual equity reports of more than 400 employers subject to the Act, and prepares the Minister of Labour's Annual Report on the Employment Equity Act.

Internet: www.info.load-otea.hrdc-drhc.gc.ca

Human Resources Development Canada Regional Offices:

NEWFOUNDLAND
Address: 689 Topsail Road
P.O. Box 12051
St. John's NF A1B 3Z4

PRINCE EDWARD ISLAND
Address: 85 Fitzroy Rd.
P.O. Box 8000
Charlottetown PE C1A 8K1

NOVA SCOTIA
Address: Metropolitan Place
P.O. Box 1350
99 Wyse St.
P.O. Box 1350
Dartmouth NS B2Y 4B9

NEW BRUNSWICK
Address: 1045 Main St., 1st Floor
P.O. Box 1166
Moncton NB E1C 8P9

ALBERTA, NUNAVUT AND NORTH-WEST TERRITORIES
Address: 220-4th Avenue South East, Room 280
Harry Hayes Building
Calgary AB T2G 4X3

QUEBEC
Address: 715 Peel St., 3rd, Suite 309
Montreal QC H3C 3H6

ONTARIO
Address: 4900 Yonge St., 2nd floor,
North York ON M2N 6A8
Toll Free: (800) 206-7218
Email: ontario.inquiry@hrdc-drhc.gc.ca

MANITOBA
Address: 266 Graham Ave., Suite 750
Winnipeg MB R3C 0K3

SASKATCHEWAN
Address: South Broad Plaza
2045 Broad Road
Regina SK S4P 2N6

BRITISH COLUMBIA AND YUKON TERRITORY
Address: 125 East 10th Avenue
Vancouver BC V5T 1Z3

■ INDIAN AND NORTHERN AFFAIRS CANADA

Social Assistance and Social Support Services

The federal government funds the costs of particular income security and social support services to on-reserve families and individuals in need, as defined by provincial legislation. These may be individuals or heads of families who are unemployed, unemployable, aged, disabled or individuals who are abused. The Social Assistance Program ensures that people's basic needs for food, shelter, clothing and other essentials are met.

FOR MORE INFORMATION
Mail: Indian and Northern Affairs Canada
Ottawa ON K1A 0H4
Information on this program is also available from Band Administrators.
Internet: www.ainc-inac.gc.ca

■ OFFICE OF THE COMMISSIONER OF REVIEW TRIBUNALS (CPP/OAS)

Appealing a Decision to a Review Tribunal under the Canada Pension Plan

The Office of the Commissioner of Review Tribunals (OCRT) organizes a Review Tribunal when a person appeals a Reconsideration decision made by Human Resources Development Canada (HRDC) about his or her Canada Pension Plan or Old Age Security benefits.

FOR MORE INFORMATION
Mail: Office of the Commissioner of Review Tribunals (CPP/OAS)
P.O. Box 8250, Station "T"
Ottawa, ON K1G 5S5
Telephone Toll Free: (800) 363-0076
When calling, please have your Social Insurance Number (SIN) ready.
Fax: (613) 941-3348
Email: info@ocrt-bctr.gc.ca
Internet: www.ocrt.gc.ca

■ PUBLIC SERVICE COMMISSION

Employment Equity Positive Measures Program (Defunct)

The goal of the Employment Equity Positive Measures Program was to assist in the implementation of the Employment Equity Act by integrating employment equity practices in the workplace through the provision of information,

tools and skills development for human resource specialists and managers in departments and agencies of the Government of Canada. One notable component—the Enabling Resource Centre—provided day-to-day, personalized operational advice to help managers understand, clarify, respond to, and accommodate the concerns of employees with disabilities.

Although the Employment Equity Positive Measures Program ended on March 31, 2002 after four years in operation, its products—information and training resources, and a body of best practices—continue to be used by managers and human resource specialists to conduct effective recruitment, accommodation, and career development for people with disabilities in the federal public service.

FOR MORE INFORMATION
Mail: Equity and Diversity Directorate
The Public Service Commission of Canada
Ottawa ON K1A 0M7
Email: info-com@psc-cfp.gc.ca
Internet: www.psc-cfp.gc.ca

■ VETERANS AFFAIRS CANADA

Veterans Affairs Disability Pension Program

Canadian veterans may be eligible for disability pension benefits if they have a permanent disability resulting from an injury or disease that was attributable to, incurred during, or aggravated by service during the First World War, the Second World War, the Korean War or a Special Duty Area (SDA), or is directly connected with peacetime Regular or Reserve Force service in the Canadian Forces. Disability pension benefits may also be paid to surviving eligible dependants following the death of a Canadian Forces member or veteran.

FOR MORE INFORMATION
Mail: Veterans Affairs Canada
P.O. Box 7700,
Charlottetown PE C1A 8M9
Telephone: (902) 566-8713
Fax: (902) 368-0876
Email: communications@vac-acc.gc.ca
Internet: www.vac-acc.gc.ca

The Veterans Independence Program provides financial assistance with the costs of special services at the veteran's home. Information on this program is found in the *Miscellaneous* section of this booklet.

WESTERN ECONOMIC DIVERSIFICATION CANADA

Entrepreneurs with Disabilities Program

The Entrepreneurs with disabilities Program makes it easier for entrepreneurs with disabilities to pursue their business goals by offering: help to develop customized business plans, mentoring and counselling services, training in business development, one-on-one assistance, help to identify needs for specialized equipment and the assistance needed to acquire it, and access to capital.

FOR MORE INFORMATION
Mail: Western Economic Diversification Canada, General Enquiries
200 Kent St., 8th Floor
P.O. Box 2128
Ottawa ON K1P 5W3
Telephone Toll Free: (888) 338-9378
Internet: www.wd.gc.ca

Health

■ AGRICULTURE AND AGRI-FOOD CANADA

Canadian Agriculture Safety Program (CASP)

The Canadian Agriculture Safety Program (CASP) objective is to lower the incidence of agriculture related deaths and injuries with the implementation of preventative programs targeted at reducing the risk of injury or fatality. CASP projects are eligible for funding at two levels: provincial or national. CASP will fund projects that are consistent with its objective. Eligible applicants include: non-profit organizations including corporations, partnerships, co-operatives, universities, colleges, industry associations, federal, provincial or territorial governments, crown corporations and government agencies.

FOR MORE INFORMATION
Mail: Agriculture and Agri-Food Canada
Sir John Carling Building, 930 Carling Avenue
Ottawa ON K1A 0C5
Telephone: (613) 759-1000
TDD: (613) 759-7470
Fax: (613) 759-6726
Email: PIRS@em.agr.ca
Internet: www.agr.ca

■ HEALTH CANADA

Canadian Health Network

The Canadian Health Network is a national, bilingual Internet-based health information service supported by Health Canada and major health organizations such as universities, hospitals, and national, provincial/territorial and community non-profit organizations across the country.

Information on this Internet site is arranged by group (e.g. seniors, children, people with disabilities, etc.) and by topic. The site features a collection of resources on the health of people with disabilities, frequently asked questions about the health of people with disabilities, as well as an A-to-Z index for information on a specific disability or condition.

FOR MORE INFORMATION
Internet: www.canadian-health-network.ca

First Nations and Inuit Home and Community Care Program

The First Nations and Inuit Home and Community Care Program provides financial resources and guidance to communities to enable them to determine needs, plan, implement, manage, and assess the effectiveness of community and in-home care services for eligible residents whose needs have been determined by a formal assessment process. The Program is delivered primarily by trained and certified personal care/home health aide workers in the community, and is supported and supervised by registered nurses. The program funding may cover costs of planning, delivery, training, and certain capital costs.

FOR MORE INFORMATION
Mail: Community Health Programs Directorate
First Nations and Inuit Health Branch
20th Floor, Jeanne Mance Building
Postal Locator 1920B, Tunney's Pasture
Ottawa ON K1A 0K9
Telephone: (613) 954-5810
Email: fnihb-dgspni@hc-sc.gc.ca
Or: enquire at your Band Administration Office
Internet: www.hc-sc.gc.ca

INDIAN AND NORTHERN AFFAIRS CANADA

Adult Care Program

The First Nations and Inuit Home and Community Care Program described above can be supplemented by services arranged through the Adult Care Program of the Department of Indian and Northern Affairs.

The main objective of the Adult Care Program is to assist First Nations people with functional limitations (due to age, health problems or disability), to maintain their independence, to maximize their level of functioning, and to live in conditions of health and safety.

FOR MORE INFORMATION

Mail: Indian and Northern Affairs Canada
Ottawa ON K1A 0H4

Information on this program is also available from Band Administrators.

Internet: www.ainc-inac.gc.ca

> Some health care services are also provided through the Veterans Affairs Disability Pension Program of the Department of Veterans Affairs Canada. Find this program in the *Employment and Income Supports* section of this booklet.

Housing and Residential Services

CANADA CUSTOMS AND REVENUE AGENCY

Tax credits for people with disabilities – Moving Expenses

Up to a limit, a tax credit may be claimed with respect to reasonable moving expenses to move an individual who has a severe and prolonged mobility impairment, to housing that is more accessible to the individual or in which the individual is more mobile or functional.

FOR MORE INFORMATION
Canada Customs and Revenue Agency – General Information
Toll Free: 1-800-959-8281
Toll Free TDD: 1-800-665-0354
Internet: www.ccra-adrc.gc.ca

CANADA MORTGAGE AND HOUSING CORPORATION

Canadian Housing Information Centre

Canada Mortgage and Housing Corporation (CMHC) maintains a large library of information on housing, including disability issues. Information is available in print, by telephone, on video or on the department's Internet site (www.cmhc.gc.ca).

FOR MORE INFORMATION
Mail: Canadian Housing Information Centre
700 Montreal Road
Ottawa ON K1A 0P7
Telephone: toll free: 1 800 668-2642 or 613-748-23697
Fax: 613-748-4069
Internet: www.cmhc.ca

Residential Rehabilitation Assistance Program for Persons with Disabilities

The Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities offers financial assistance to homeowners and landlords to undertake accessibility work to modify dwellings occupied or intended for low-income persons with disabilities.

FOR MORE INFORMATION
Mail: Canadian Housing Information Centre
700 Montreal Road
Ottawa ON K1A 0P7
Telephone: 613-748-2300 or Toll free: 1-800-668-2642
TTY: 613-748-2447 or Toll Free: 1-800-309-3388
Fax: 613-748-2098 or Toll Free: 1-800-245-9274
Email: call centre d'appels@cmhc-schl.gc.ca
Internet: www.cmhc.ca

Support for home adaptations to provide access for basic everyday activities such as food preparation, personal hygiene and sleep, (but not for renovations or maintenance) is also provided for eligible veterans under the Veterans Independence Program, described in the *Miscellaneous* section of this booklet.

Western Economic Diversification Canada's Entrepreneurs with Disabilities Program provides financial support and other assistance for persons with disabilities starting a small business in Western Canada. This program is described in the *Employment and Income Supports* section of this booklet.

Rights

CANADIAN HUMAN RIGHTS COMMISSION

Filing a Complaint with the Canadian Human Rights Commission

The Canadian Human Rights Commission accepts complaints of discrimination in employment and in the provision of goods and services by any of the institutions or agencies subject to the *Canadian Human Rights Act*, in any way prohibited by that Act.

The Canadian Human Rights Act applies to federal government departments, *Crown* corporations and agencies, as well as to businesses under federal jurisdiction. These include such major employers as banks, airlines, railways, the CBC and Canada Post. The Act prohibits discrimination on matters coming within the legislative authority of the Parliament of Canada on the basis of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

FOR MORE INFORMATION

Mail: Canadian Human Rights Commission
344 Slater St.,
Ottawa ON K1A 1E1

Telephone (Toll Free): (800) 999-6899

TTY (Toll Free): (888) 643-3304

Email: info.com@chrc-ccdp.ca

Internet: Canadian Human Rights Commission – Filing a Complaint
www.chrc-ccdp.ca
The Canadian Human Rights Act
www.laws.justice.gc.ca

The rights of citizens to equal access to justice are referenced in the *Canada Evidence Act* and *Criminal Code* amendments to accommodate persons with disabilities. Look for Justice Canada in the *Accessibility* section of this booklet.

The Workplace Equity Program of Human Resources Development Canada addresses systemic discrimination in employment. This program is described in the *Employment and Income Supports* section of this booklet.

The right to appeal a decision regarding the Canada Pension Plan is described in the *Employment and Income Supports* section of this booklet. Look for the Office of the Commissioner of Review Tribunals (CPP/OAS) in that section.

Transportation

Key sites from partners

Access to Travel, your special needs information source, is a Web site that provides information on accessible transportation services and travel across Canada with the aim of making your travel easier and more enjoyable. This Web site is geared towards persons with disabilities, their caregivers and their families, as well as seniors and persons with special needs.

Voyage accessible, votre guichet unique d'information, est un site Web qui fournit de l'information sur le transport et le voyage accessible à travers le Canada. L'objectif est de faciliter la planification d'un voyage accessible. Il s'adresse aux personnes ayant un handicap, à leurs familles, au personnel soignant ainsi qu'aux personnes âgées et aux personnes ayant des besoins spéciaux.

CANADIAN TRANSPORTATION AGENCY

Accessible Transportation Complaints

The Canadian Transportation Agency has responsibilities for ensuring that all Canadians, including those with disabilities, can use Canada's federally-regulated passenger rail, ferry and air transportation systems without encountering "undue obstacles" when they travel. If passengers have had difficulty traveling because of a disability, they can file a complaint with the Agency. Complaints can relate to the company that operates the transportation service or the terminal. A guide and an on-line complaint form are available on the Internet.

FOR MORE INFORMATION
Mail: Canadian Transportation Agency
Accessible Transportation Program
Ottawa ON K1A 0N9
Telephone: (819) 997-6828 or toll free: 1-800-883-1813
TTY: (819) 953-9705 or toll free (800) 669-5575
Fax: (819) 953-6019
Internet: www.cta-otc.gc.ca

You may also write or fax your complaint to:
Mail: The Secretary
Canadian Transportation Agency
Ottawa ON K1A ON9
Fax: (819) 997-6727

When filing a complaint, please ensure a copy is sent to the provider of the transportation service in question.

Air Travel Accessibility Regulations

Under the Air Transportation Regulations, certain air carriers are required to provide various services and information to travellers with disabilities. The regulations cover Canadian air carriers operating services within Canada with aircraft of 30 or more seats.

Internet: www.cta-otc.gc.ca

Codes of Practice: Aircraft, Ferry, and Passenger Rail Car Accessibility for Persons with Disabilities

With these Codes of Practice, the Canadian Transportation Agency addresses the physical accessibility of equipment used in air, marine and rail transportation. They deal with features to make aircraft, ferries and passenger rail cars more accessible to persons with disabilities.

Internet: www.cta-otc.gc.ca

NATURAL RESOURCES CANADA

Mapping for Blind and Visually Impaired Persons

The Mapping for the Visually Impaired website, recently developed within the Mapping Services Branch, Earth Sciences Sector, Natural Resources Canada, provides access to maps and geospatial information for blind and visually impaired persons. The website is divided into three main sections: Maps for Education, Maps for Mobility and Maps for Transportation and Tourism. Each section contains accessible maps that can be downloaded and printed, along with procedures for creating tactile maps. Maps downloaded from the site can be printed on commonly available Braille embossers, or using capsule paper which is passed through a Tactile Image Enhancer to create a high quality tactile map. All maps from the Tactile Atlas of Canada are available to view and download from the site, including maps of Canada and all the provinces and territories. A section on research and development includes a few sample audio-tactile maps.

FOR MORE INFORMATION
Mail: Mapping Services Branch
Natural Resources Canada
615 Booth St., Room 711
Ottawa ON K1A 0E9
Telephone: (toll free) 1-800-465-6277
Fax: (613) 947-7948
Email: topo.maps@NRCan.gc.ca
Internet: http://tactile.nrcan.gc.ca/

■ TRANSPORT CANADA

Canadian-European Parking Agreement for Persons with Disabilities

According to Resolution 97/4 of the European Conference of Ministers of Transport (ECMT), any Canadians with disabilities holding a valid parking permit issued in their jurisdiction may travel in any of the 40 European member countries of the ECMT and use their home parking permit to enjoy the same benefits as citizens from these countries.

FOR MORE INFORMATION
Mail: Transport Canada
330 Sparks Street
Ottawa ON K1A 0N5
Telephone: (613) 990-2309
Fax: (613) 954-4731
Email: accessibility@tc.gc.ca
Internet: www.tc.gc.ca

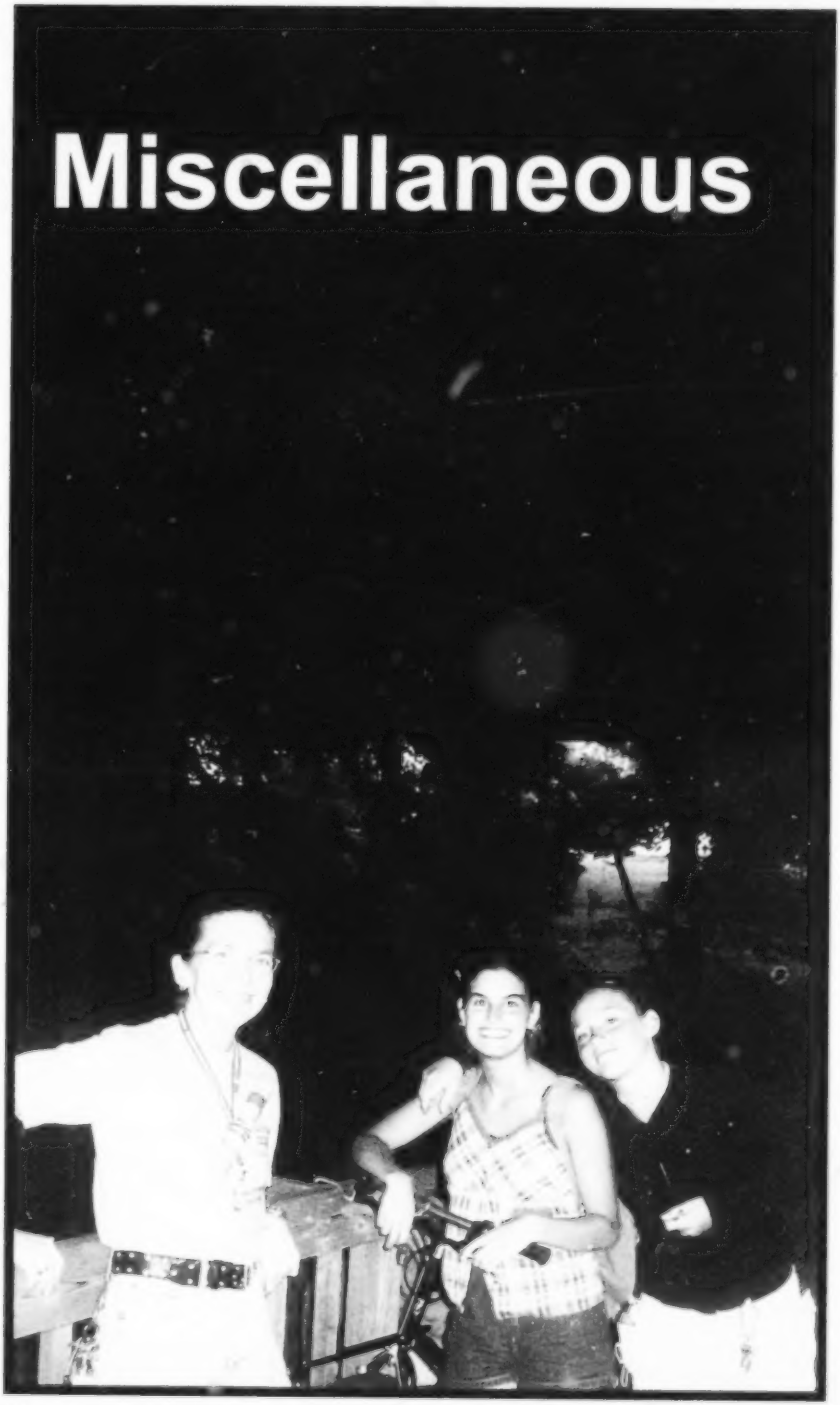
Intercity Bus Code of Practice

This Code of Practice sets out the means by which scheduled intercity bus services will be provided in a safe and dignified manner to travellers with disabilities. Bus operators are committed to enhancing their scheduled intercity network in Canada to provide access to all persons with disabilities.

FOR MORE INFORMATION

Mail: Transport Canada
330 Sparks Street
Ottawa ON K1A 0N5
Telephone: (613) 990-2309
Fax: (613) 954-4731
Email: accessibility@tc.gc.ca
Internet: www.tc.gc.ca

Miscellaneous



HUMAN RESOURCES DEVELOPMENT CANADA

Social Development Partnerships Program – Disability Component (SDPP/D)

SDPP/D is a funding regime in HRDC directed at non-profit organizations undertaking activities that are national in scope and that are aimed at addressing the social development needs and aspirations of persons with disabilities and promoting their full participation as citizens in all aspects of Canadian society. More specifically, SDPP/D promotes activities resulting in:

- the generation, dissemination and application of knowledge on emerging social concerns, innovative solutions, best practices, and social and economic outcomes as they relate to persons with disabilities;
- collaboration, partnerships, alliances, and networks to advance shared social goals and priorities; and
- strengthened community capacity to address the social development needs and aspirations of people with disabilities.

FOR MORE INFORMATION

Mail: Office for Disability Issues
25 Eddy St., Suite 100
Gatineau QC K1A 0M5

Telephone: (819) 997-7156

Fax: (819) 953-4797

Internet: www.hrdc-drhc.gc.ca/bcph-odi

PARLIAMENTARY STANDING COMMITTEE ON HUMAN RESOURCES DEVELOPMENT AND THE STATUS OF PERSONS WITH DISABILITIES

Sub-Committee on the Status of Persons with Disabilities

This Sub-committee of the Parliamentary Standing Committee on Human Resources Development and the Status of Persons with Disabilities is mandated to propose, promote, monitor and assess initiatives aimed at the integration and equality of disabled persons in all sectors of Canadian society. Studies and reports produced by this Sub-Committee are presented to the Parliament of Canada by the Standing Committee on Human Resources Development and the Status of Persons with Disabilities.

FOR MORE INFORMATION
Mail: Sub-Committee on the Status of Persons with Disabilities
House of Commons
Ottawa Canada K1A 0A6
Telephone: (613) 947-6728
Fax: (613) 996-1626
Internet: www.parl.gc.ca

STATISTICS CANADA

Census Data

Statistics Canada has information on topics of interest to persons with disabilities, including the existence, nature and severity of disability; demographic, economic, educational and transportation data; the use of technical aids and services; and the barriers experienced by persons with disabilities.

Main sources of data are the Health and Activity Limitation Survey (1986 and 1991), Participation and Activity Limitation Survey (2001), and the biennial National Health Population Survey begun in 1994.

FOR MORE INFORMATION
Mail: Statistics Canada Advisory Services
Telephone: toll free 1-800 263-1136 (National Enquiries Line)
TTY: toll free 1-800 363-7629
Email: infostats@statcan.ca
Internet: www.statcan.ca

NATIONAL CAPITAL REGION
Mail: R.H. Coats Building
Holland Avenue
Ottawa ON K1A 0T6

NEWFOUNDLAND AND LABRADOR, NOVA SCOTIA, PRINCE EDWARD ISLAND AND NEW BRUNSWICK
Mail: 1741 Brunswick Street,
2nd Floor, Box 11
Halifax NS B3J 3X8

QUEBEC AND THE TERRITORY OF NUNAVUT (EXCEPT THE NATIONAL CAPITAL REGION)
Mail: 4th Floor, East Tower
Guy Favreau Complex
200 René Levesque Blvd. West
Montreal QC H2Z 1X4

ONTARIO (EXCEPT THE NATIONAL CAPITAL REGION)
Mail: Arthur Meighen Building
10th Floor, 25 St. Clair Avenue East
Toronto ON M4T 1M4

MANITOBA
Mail: Via Rail building, Suite 200
123 Main Street
Winnipeg MN R3C 4V9

SASKATCHEWAN
Mail: Park Plaza, Suite 440
2365 Albert Street
Regina SK S4P 4K1

ALBERTA AND THE NORTHWEST TERRITORIES
Mail: Pacific Plaza, Suite 900
10909 Jasper Avenue, N.W.
Edmonton AB T5J 4J3

BRITISH COLUMBIA AND THE YUKON TERRITORY
Mail: 600-300 West Georgia Street
Vancouver BC V6B 6C7

■ VETERANS AFFAIRS CANADA

Veterans Independence Program

The Veterans Independence Program (VIP) assists clients to remain healthy and independent in their own homes or communities. It does this by offering a variety of services such as grounds maintenance, housekeeping, personal care services, nutrition services, health and support services. In addition, the cost of transportation for health services to those who meet the eligibility requirements, and social activities, for nursing home care, and for home adaptations to provide access for basic everyday activities such as food preparation, personal hygiene and sleep can also be covered. VIP is not intended to replace other federal, provincial or municipal programs. It is combined with these other available services to best meet the needs of each client.

FOR MORE INFORMATION
Mail: Veterans Affairs Canada
P.O. Box 7700
Charlottetown PE C1A 8M9
Telephone: (902) 566-8758
Fax: (902) 566-7954
Email: communications@vac-acc.gc.ca
Internet: www.vac-acc.gc.ca

An array of personal supports is also available for eligible veterans through the Veterans Affairs Disability Pension Program, which is described in the *Employment and Income Supports* section of this booklet.